



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
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WILLIAM T FUJIOKA
Chief Executive Officer

February 24, 2010

To: All Department Heads

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

RISK MANAGEMENT TRAINING OPPORTUNITY

Risk management is a critical issue for the County. Executive management leadership is essential to instilling risk management values throughout each department.

You are invited to attend a risk management training session hosted by the Department of Public Works and conducted by Gordon Graham. Supervisor Molina will make welcoming comments.

Mr. Graham has a unique way of presenting this very serious subject in a witty, creative manner that makes the message memorable. He has worked with several County departments and is in high demand throughout the country.

Mr. Graham's biography and course outline are attached. Additional information can be found at: www.gordongraham.com.

The training will be conducted as follows:

Date and Time	Location	Invitees
April 5, 2010 8:30 a.m.–12:30 p.m.	Department of Public Works, Conference Rooms A, B, & C 900 South Fremont Avenue Alhambra, CA	Board of Supervisors Board Deputies Department Heads Deputy Chief Executive Officers

This training session was originally intended for employees of the Department of Public Works. However, based on the importance of this subject, the scope of the training has been expanded to include the Board of Supervisors, Board Deputies, Deputy Chief Executive Officers, and Department Heads.

"To Enrich Lives Through Effective And Caring Service"

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All Department Heads
February 24, 2010
Page 2

If you are planning to attend, please RSVP by March 12, 2010, to Sally Garcia at (213) 351-6401, or sgarcia@ceo.lacounty.gov.

If you have any questions, please contact Ellen Sandt at (213) 974-1186 or esandt@ceo.lacounty.gov.

WTF:ES
SN:sg

Attachment

c: All Deputy Chief Executive Officers

ABOUT GORDON GRAHAM

Gordon Graham is a 33 year veteran of California Law Enforcement. During his tenure as a police professional, he was awarded his Teaching Credential from California State University, Long Beach. He was later graduated from University of Southern California with a Master's Degree in Safety and Systems Management. Subsequent to this he was graduated from Western State University with a Juris Doctorate. His education as a Risk Manager and experience as a practicing Attorney, coupled with his extensive background in law enforcement, have allowed him to rapidly become recognized as a leading professional speaker with multiple areas of expertise.

Mr. Graham has centered his efforts in providing knowledge to both public and private sector organizations in the area of Organizational and Operational Risk Management, Civil Liability, Professionalism, Ethical Decision Making and related topics. Instead of focusing solely in after incident damage control, he focuses his efforts in the prevention of mistakes through his risk management based training program **SROVT** (Solid Realistic Ongoing Verifiable Training). He teaches employees, supervisors, and managers why things generally go wrong, and how to prevent these unfortunate situations from happening. He follows up his prevention efforts with a dynamic presentation on how to recognize the incidents that have a likelihood of ending up in litigation. He concludes his program with a detailed examination on how to prove proper conduct. Additionally, Mr. Graham has developed the **CATSINRO** approach to the elimination of Sexual Harassment in the workplace. This is the only program that combines legal aspects of this topic with a risk management approach to elimination of such incidents *prior* to occurrence. Each of his presentations includes the appropriate written "rules" for the topic covered. These risk management rules allow the informed listener to make immediate, progressive changes in operations to better protect themselves and their organization.

Over the last decade, Mr. Graham has made over 3,000 presentations to various groups including law enforcement, corrections personnel, fraud investigators, fire professionals, EMS, other first responders, legal professionals, educators, city, county and district employees, law firms, hospitals and real estate companies along with many other private sector organizations. Since 1990, he consistently received the highest evaluations on P.O.S.T critiques. In 1995 he received the Governor's Award (sole recipient) for Excellence in Law Enforcement Training from Governor Wilson. His penetrating wit coupled with his vast knowledge in multiple disciplines provides the enlightened listener with an information packed seminar.

He is available for seminars, conferences, or other programs including incident specific training designed for the specific needs of your organization, whether public or private sector. He may be contacted at:

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County of Los Angeles

Continued Professional Training

Proposed Course Outline

April 5, 2020

Affairs of Government - 2010:

Your Role in Improving the Quality of our Profession

Section 1. Los Angeles County Department Operations - 2010: Your role in creating the HRO – the High Reliability Organization. (75 Minutes)

Introductory Comments.

Understanding the value of “Risk Management”.

Addressing issues prior to their becoming problems.

You have chosen a very complex profession.

The consequences when “things” go wrong are huge.

What are the risks we face?

We are an open book.

There are very few secrets.

The challenges faced by County personnel are huge.

There is great interest in how and why you do what you do.

There is a great focus on government operations.

Creating the High Reliability Organization.

Some thoughts from Admiral Hyman Rickover

Continuous Improvement.

Quality Personnel.

Solid Supervision.

Respecting Risk.

Constant Training.

Audits and other control measures.

Learning from prior mistakes.

Applicability to County operations.

Values, Vision, Standards, Outcomes, Leadership.

What is your role in each of the above?

Section 2.

Los Angeles County Department Operations: Understanding the “Five Concurrent Themes” (75 Minutes)

Assuring that things get done right – Five Concurrent Themes for Success.

Risk Management – It is more than you think!

What can go wrong?

What can be done right now to prevent it from going wrong?

You have a key role here.

Public v. Private Sector approaches to risk management.

Successful Government Risk Management operations.

Organizational and Operational Risk Management considerations.

Understanding the value of Systems in your Department operations.

Your role in Design, Update, and Implementation.

Management must design them and keep them current.

Supervisors must assure the implementation of policy.

Line employees must know and follow the rules.

Do you have any “Bud’s” in your Department?

Lessons learned from other entities in major trouble,

The value of true Customer Service – It is essential for our success,

Core Ingredients

Technical Competence, Dignity and Respect and

Creating “WOW” whenever possible

Your role as a supervisor, manager or executive in this critical issue.

Accountability – A dying word in our society and our profession,

The role of Management, Supervision and Line Personnel,

Eliminating Arrogance, Ignorance and Complacency.

Assuring there is a feedback loop continuously monitored.

Integrity – Without the public trust, we have nothing.

Integrity is a part of everything we do in this noble profession.

For a lot of reasons there has been severe deterioration in this critical area of concern.

Some thoughts from the gurus of Risk Management.

Who is Dr. Archand Zeller? What do his thoughts have to do with you?

Who is Chaytor Mason? How can his thoughts be of benefit to you?

Predictable is Preventable – You are in the best position to prevent things from going bad.

Section 3.

Operational Risk Management. Inculcating this into your Department Operations. (75 Minutes)

RPM – Recognize, Prioritize, Mobilize

How to recognize the “real” risks you face.

How do your people get killed, hurt, sued, embarrassed, or indicted.

Risk Assessment strategies.

Contacting those who maintain the “accumulated data” in your specific department operations.

How to prioritize these events.

Some thoughts on Frequency, Severity, and Discretionary Time.

What is “mobilization” all about?

Developing Control Measures

Policies and Procedures

Training Considerations

Initial and Ongoing

The importance of audits in this process.

Continuous Learning Strategies

Closing Comments and course wrap up.